Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Insurance	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Martin Gonzalez	2 2	2 2
		Paul Lundell	3 0	3 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	8 2	8 2
	Application Support	Carl Meek	1 0	1 0
		Fahim Gilani	1 0	1 0
		Sam Howlett	6 1	6 1
		Assigned to Individual Total	8 1	8 1
	Capitol Desktop Support	Chad Poll	1 0	1 0

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Insurance

			Low	FCR Total
Insurance	Capitol Desktop Support	Paul Ross	57 57	57 57
		Scott Wunderlich	2 2	2 2
		Tom Hanson	3 3	3 3
		Assigned to Individual Total	63 62	63 62
	Help Desk	Eileen Dubach	1 1	1 1
		James Stearns	2 2	2 2
		Sarah Johnson	1 0	1 0
		Vicky Marrelli	2 2	2 2
		Assigned to Individual Total	6 5	6 5
	Metro D Help Desk	Doug Brown	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Security	Sharon Smith	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Romanza Hamblin	1 1	1 1

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Insurance

			Low	FCR Total
Insurance	Voice Operations	**Assigned to Individual Total**	1 1	1 1
	Assigned Group Total		88 73	88 73
Customer Company Total			88 73	88 73

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Insurance	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Martin Gonzalez	2 1	2 1
		Paul Lundell	3 1	3 1
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	8 2	8 2
	Application Support	Carl Meek	1 1	1 1
		Fahim Gilani	1 1	1 1
		Sam Howlett	6 4	6 4
		Assigned to Individual Total	8 6	8 6
	Capitol Desktop Support	Chad Poll	1 1	1 1

Insurance

			Low	MIR Total
Insurance	Capitol Desktop Support	Paul Ross	572	572
		Scott Wunderlich	20	20
		Tom Hanson	30	30
		Assigned to Individual Total	633	633
	Help Desk	Eileen Dubach	10	10
		James Stearns	20	20
		Sarah Johnson	10	10
		Vicky Marrelli	20	20
		Assigned to Individual Total	60	60
	Metro D Help Desk	Doug Brown	10	10
		Assigned to Individual Total	10	10
	Security	Sharon Smith	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin	10	10

Insurance

			Low	MIR Total
Insurance	Voice Operations	**Assigned to Individual Total**	1 0	1 0
	Assigned Group Total		88 11	88 11
Customer Company Total			88 11	88 11

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTIR Total**
Insurance	Application Services	Bart Purser	1 0.34	1 0.34
		Danielle Hood	1 0.76	1 0.76
		Martin Gonzalez	2 0.55	2 0.55
		Paul Lundell	3 0.52	3 0.52
		Tony Larsen	1 0.28	1 0.28
		Assigned to Individual Total	8 0.51	8 0.51
	Application Support	Carl Meek	1 1.00	1 1.00
		Fahim Gilani	1 11.42	1 11.42
		Sam Howlett	6 37.88	6 37.88
		Assigned to Individual Total	8 29.96	8 29.96
	Capitol Desktop Support	Chad Poll	1 2.41	1 2.41

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Insurance

			Low	ATTIR Total
Insurance	Capitol Desktop Support	Paul Ross	57 0.18	57 0.18
		Scott Wunderlich	2 0.25	2 0.25
		Tom Hanson	3 0.31	3 0.31
		Assigned to Individual Total	63 0.23	63 0.23
	Help Desk	Eileen Dubach	1 0.00	1 0.00
		James Stearns	2 0.00	2 0.00
		Sarah Johnson	1 0.32	1 0.32
		Vicky Marrelli	2 0.00	2 0.00
		Assigned to Individual Total	6 0.05	6 0.05
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Security	Sharon Smith	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Romanza Hamblin	1 0.40	1 0.40

Insurance

			Low	ATTIR Total
Insurance	Voice Operations	Assigned to Individual Total	1 0.40	1 0.40
	Assigned Group Total		88 2.94	88 2.94
Customer Company Total			88 2.94	88 2.94

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents / Bottom Number - Missed Resolution	
			Low	MR Total
Insurance	Application Services	Bart Purser	1 / 0	1 / 0
		Danielle Hood	1 / 1	1 / 1
		Martin Gonzalez	2 / 0	2 / 0
		Paul Lundell	3 / 0	3 / 0
		Tony Larsen	1 / 1	1 / 1
		Assigned to Individual Total	8 / 2	8 / 2
	Application Support	Carl Meek	1 / 0	1 / 0
		Fahim Gilani	1 / 1	1 / 1
		Sam Howlett	6 / 3	6 / 3
		Assigned to Individual Total	8 / 4	8 / 4
	Capitol Desktop Support	Chad Poll	1 / 1	1 / 1

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Insurance

			Low	MR Total
Insurance	Capitol Desktop Support	Paul Ross	570	570
		Scott Wunderlich	20	20
		Tom Hanson	30	30
		Assigned to Individual Total	631	631
	Help Desk	Eileen Dubach	10	10
		James Stearns	20	20
		Sarah Johnson	10	10
		Vicky Marrelli	20	20
		Assigned to Individual Total	60	60
	Metro D Help Desk	Doug Brown	10	10
		Assigned to Individual Total	10	10
	Security	Sharon Smith	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin	10	10

Insurance

			Low	MR Total
Insurance	Voice Operations	**Assigned to Individual Total**	10	10
	Assigned Group Total		887	887
Customer Company Total			887	887

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Insurance	Application Services	Bart Purser	1 1.11	1 1.11
		Danielle Hood	1 6.59	1 6.59
		Martin Gonzalez	2 1.06	2 1.06
		Paul Lundell	3 0.62	3 0.62
		Tony Larsen	1 25.29	1 25.29
		Assigned to Individual Total	8 4.62	8 4.62
	Application Support	Carl Meek	1 1.03	1 1.03
		Fahim Gilani	1 11.42	1 11.42
		Sam Howlett	6 55.80	6 55.80
		Assigned to Individual Total	8 43.41	8 43.41
	Capitol Desktop Support	Chad Poll	1 6.59	1 6.59

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Insurance

			Low	ATTR Total
Insurance	Capitol Desktop Support	Paul Ross	57 0.52	57 0.52
		Scott Wunderlich	2 0.46	2 0.46
		Tom Hanson	3 1.25	3 1.25
		Assigned to Individual Total	63 0.65	63 0.65
	Help Desk	Eileen Dubach	1 0.00	1 0.00
		James Stearns	2 0.00	2 0.00
		Sarah Johnson	1 0.38	1 0.38
		Vicky Marrelli	2 0.00	2 0.00
		Assigned to Individual Total	6 0.06	6 0.06
	Metro D Help Desk	Doug Brown	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Security	Sharon Smith	1 1.36	1 1.36
		Assigned to Individual Total	1 1.36	1 1.36
	Voice Operations	Romanza Hamblin	1 1.39	1 1.39

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Insurance

			Low	ATTR Total
Insurance	Voice Operations	**Assigned to Individual Total**	1 1.39	1 1.39
	Assigned Group Total		88 4.87	88 4.87
Customer Company Total			88 4.87	88 4.87

Insurance

Detail

INC000000368783	Meldee Love	Application	Reporting	None		TIR Missed: Yes	TIR:	1.07
Application Support		Sam Howlett	Insurance	Low	Closed	TTR Missed: Yes	TTR:	94.06
INC000000408615	Angela M Martinez	None	None	None		TIR Missed: No	TIR:	0.11
Application Support		Sam Howlett	Insurance	Low	Closed	TTR Missed: No	TTR:	5.92
INC000000409523	Angela M Martinez	Application	Error	None		TIR Missed: Yes	TIR:	221.61
Application Support		Sam Howlett	Insurance	Low	Closed	TTR Missed: Yes	TTR:	221.61
INC000000416977	William Stimpson	Application	None	None		TIR Missed: Yes	TIR:	2.91
Application Support		Sam Howlett	Insurance	Low	Closed	TTR Missed: No	TTR:	2.91
INC000000420684	Teresa Trusty	Application	None	Citrix ICA Client		TIR Missed: No	TIR:	0.28
Application Services		Tony Larsen	Insurance	Low	Closed	TTR Missed: Yes	TTR:	25.29
INC000000423359	Colette Sawyer	None	None	None		TIR Missed: Yes	TIR:	2.41
Capitol Desktop Support		Chad Poll	Insurance	Low	Closed	TTR Missed: Yes	TTR:	6.59
INC000000423451	Brett Barratt	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000423952	Shane Tiernan	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Help Desk		Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000423970	Shane Tiernan	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000424122	Michael Covington	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000424162	David Snowball	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000424259	Linda Hardy	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR:	1.67
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	3.31
INC000000424355	Shane Tiernan	Network	Password	None		TIR Missed: No	TIR:	0.18
Capitol Desktop Support		Tom Hanson	Insurance	Low	Closed	TTR Missed: No	TTR:	1.78
INC000000424443	Silmara Charlesworth	Network	Incident	None		TIR Missed: No	TIR:	0.45
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	1.75
INC000000424878	Tamara Greening	None	None	None		TIR Missed: Yes	TIR:	11.42
Application Support		Fahim Gilani	Insurance	Low	Closed	TTR Missed: Yes	TTR:	11.42
INC000000424909	Nancy Askerlund	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00

Insurance

Incident	Name	Category 1	Category 2	Category 3			TIR Missed	TIR
INC000000424912	Richard Grieser	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000425237	Betsy Jerome	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000425322	David Snowball	Application	Error	PDF Complete			No	0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 2.26
INC000000425393	Luanne Winters	Application	Error	Novell GroupWise			Yes	1.10
	Application Services	Martin Gonzalez	Insurance	Low	Closed		TTR Missed: No	TTR: 1.66
INC000000425683	Heidi Petermann	Application	Password	Novell GroupWise			No	0.00
	Application Services	Martin Gonzalez	Insurance	Low	Closed		TTR Missed: No	TTR: 0.46
INC000000425728	Heidi Petermann	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000425842	Armand Glick	Mobile Devices	Error	Ipads			No	0.76
	Application Services	Danielle Hood	Insurance	Low	Closed		TTR Missed: Yes	TTR: 6.59
INC000000425872	Jeff Hawley	Application	Password	SIRCON For States			Yes	1.00
	Application Support	Carl Meek	Insurance	Low	Closed		TTR Missed: No	TTR: 1.03
INC000000425878	Jeff Hawley	Network	Error	Novell Client for 32-bit Windows			No	0.53
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 5.62
INC000000425905	Hermoliva Abejar	Network	Error	None			No	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.79
INC000000425918	Jenifer Christian	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000425920	Rudy VanBeekum	PC/Laptop	Virus	None			No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 3.46
INC000000426342	Shane Tiernan	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000426672	Travis Wegkamp	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000427127	Brad Tibbitts	None	None	None			Yes	1.38
	Application Services	Paul Lundell	Insurance	Low	Closed		TTR Missed: No	TTR: 1.39
INC000000427151	Tamara Greening	None	None	None			No	0.32
	Help Desk	Sarah Johnson	Insurance	Low	Closed		TTR Missed: No	TTR: 0.38
INC000000427245	Angela M Martinez	None	None	None			No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	TTR: 0.00

Insurance

INC000000427563	Rudy VanBeekum	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427570	David A Stauffer	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427572	Luanne Winters	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000427613	Marilyn Thorstensen	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.40
	Voice Operations	Romanza Hamblin	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.39
INC000000427715	Rudy VanBeekum	Application	Error	Employee Gateway		TIR Missed:	No	TIR:	0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000427843	Beth Crim	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428026	Paul Throckmorton	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428053	Brett Barratt	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000428310	Jenifer Christian	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.40
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.77
INC000000428517	Steven B Price	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.10
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.15
INC000000428968	David Gaines	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.29
INC000000429221	Jeff Hawley	Application	Error	Novell Client for 32-bit Windows		TIR Missed:	Yes	TIR:	3.55
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	3.55
INC000000429519	Michael Covington	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429561	Colette Sawyer	None	None	None		TIR Missed:	No	TIR:	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.90
INC000000429694	Gail Fielding	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429700	Gail Fielding	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000429722	Shane Sadler	Application	Password	Citrix ICA Client		TIR Missed:	No	TIR:	0.34
	Application Services	Bart Purser	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.11

Insurance

INC000000430285	David Snowball	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430307	William Stimpson	Network	Incident	None		TIR Missed:	No	TIR:	0.10
	Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed:	Yes	TTR:	7.51
INC000000430326	Paul Throckmorton	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430597	Silmara Charlesworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430641	Jaimee George	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430838	Colette Sawyer	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000430872	Terisa Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431733	Anna Weidauer	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000431852	Allen Hart	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.45
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.13
INC000000432150	Brent Oscarson	PC/Laptop	Password	PGP		TIR Missed:	No	TIR:	0.61
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	1.06
INC000000432355	Colette Sawyer	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.55
INC000000432418	Laura Shepherd	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.60
INC000000432571	Armand Glick	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro D Help Desk	Doug Brown	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000432677	Linda Hardy	None	None	None		TIR Missed:	Yes	TIR:	1.47
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed:	No	TTR:	2.81
INC000000432689	Tanji Northrup	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000432944	Colette Sawyer	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.45
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	TTR:	2.01
INC000000433109	Mike Mayberry	None	None	None		TIR Missed:	No	TIR:	0.00
	Security	Sharon Smith	Insurance	Low	Resolved	TTR Missed:	No	TTR:	1.36

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Insurance

Incident	Name	Category 1	Category 2	Product	TIR Missed		TIR
INC000000433398	Paul Anderton	None	None	None	TIR Missed: No	TIR:	0.18
Application Services	Paul Lundell	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.46
INC000000433434	Gail Fielding	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000433538	Tanji Northrup	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000433908	Jaimee George	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434055	David A Stauffer	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434184	Teresa Trusty	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.09
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.84
INC000000434271	Anna Weidauer	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434308	Richard Grieser	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434400	Adam Martin	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434419	Eric Showgren	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.19
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.19
INC000000434667	David A Stauffer	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434753	David Snowball	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434841	Meldee Love	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434968	Michael Covington	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000435065	Meldee Love	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000435149	Mark Kleinfield	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.12
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.75
INC000000435152	Jenifer Christian	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.33

Insurance

INC000000435217	Hermoliva Abejar	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000435221	Jilene Whitby	None	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000435882	Luanne Winters	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.32
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.84
INC000000437773	Beth Crim	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Eileen Dubach	Insurance	Low	Resolved	TTR Missed:	No	TTR:	0.00